



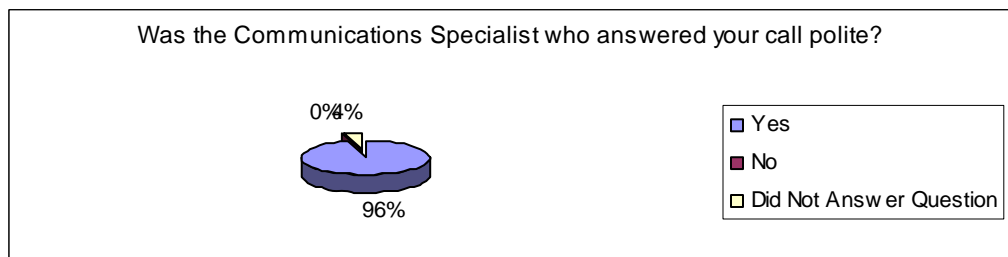
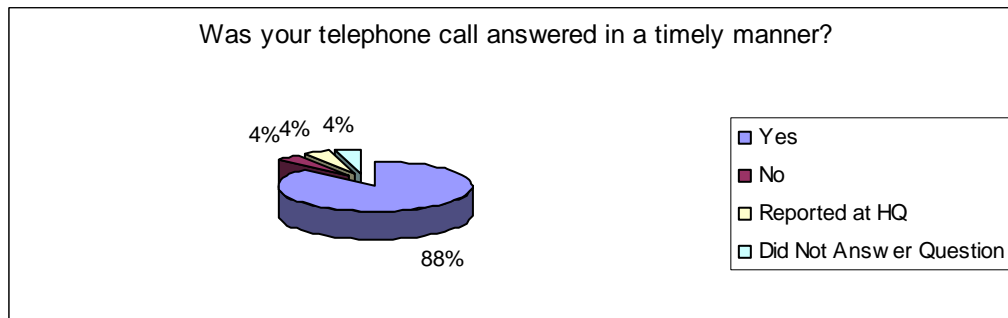
GREENBELT POLICE DEPARTMENT

CITIZEN ATTITUDE AND OPINIONS SURVEY 2005

During calendar year 2005 the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the survey was two-fold. First, citizens were asked to provide a report card on how officers interact with the public on a day-to-day basis. Second, allow individuals who live, work or travel through the City of Greenbelt to voice concerns about the Department or issues in the community. The Citizen Contact Survey and Traffic Surveys are sent out monthly and provides “fresh” data to ensure the Chief and Command Staff are kept abreast of citizen concerns.

The City of Greenbelt on a biennial basis conducts an election survey to obtain a report card on all City Departments. It also allows citizens the opportunity to voice their opinions and concerns about issues with the Department and/or crime concerns. The election survey is made available to every registered voter who goes to the polls. Additionally, the City of Greenbelt publishes the survey twice in the *Greenbelt News Review* just prior to the November elections. Citizens who are not registered voters may mail or bring the election survey to the City offices for inclusion in the final report. The election survey touches a greater number of individuals than the Citizen Contact and Traffic Surveys. Between the three surveys, the Chief and Command Staff are provided a broad perspective of how the Department and the Agency’s employees are perceived by the public.

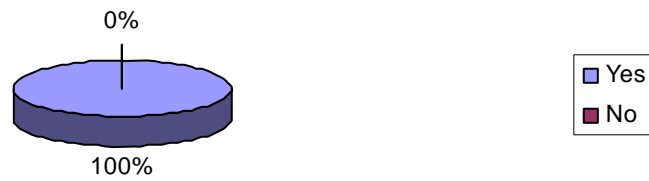
The purpose of this report is to provide a collection of the Citizen Contact Survey and Traffic Survey data received during 2005. The Citizen Contact Surveys provided the following data:



Was the officer courteous and understanding to your circumstances?



Did the officer who responded present a professional demeanor?



How long did it take for officer(s) to arrive?



Did the officer communicate well with you about crime reporting?



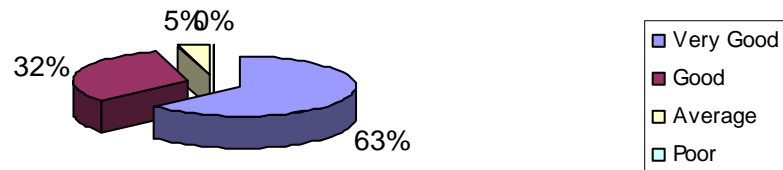
After your encounter with the Greenbelt officer were you left with a positive, neutral or negative opinion about the officer?



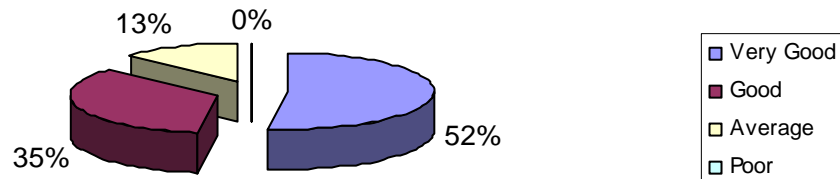
After your encounter with the Greenbelt Officer were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?



How do you rate the overall performance of the Greenbelt Police Department?



How do you rate the overall competence of Agency employees?



Have you ever had contact with any of the following functions of the Police Department?

Unit	Positive	Neutral	Negative	Did Not Answer Question
Police Records	5	4	0	14
Criminal Investigations	4	4	1	14
Police Administration	5	3	0	15
Crime Lab Technicians	1	3	0	19
Crime Prevention	5	2	0	16
School Resource	3	2	0	16
Crisis Intervention	3	2	0	18

Unit	Positive	Neutral	Negative	Did Not Answer Question
Traffic Officer	3	2	0	18
Drug Task Force	1	3	0	19
Police Mechanic	2	2	0	19
Bike Unit	3	3	0	17
Beltway Plaza	2	3	1	17
Springhill Lake Officer	3	2	1	17

General Comments made on Citizen Contact Survey:

“Keep up the Excellent Work”

“I walked in with a case of credit card theft and everyone I had contact with was polite, helpful and professional”

Reference Beltway Plaza Officer: “No one knows who owns anything in the plaza or who’s responsible for the driveways.”

Reference Springhill Lake Officer: My daughter’s car was stolen 3 times and all they did was take the report and walk out, end of story.”

“Keep up the good work”

“Keep up the GREAT work and thank you to the officers who keep us safe!!!”

Crime Related Comments and Recommendations made on Citizen Contact Survey:

“Need a security officer at Buddy Attick Park”

“The problem is much bigger than local police can handle in the area of cars being stolen. Crime is out-of-control.”

“I seem to get harassed on a regular basis. Someone spits or throws soda on my car 3 times a week.”

“With our small city and ample police force, I expect less crime in this area. To have my car broken into in front of my home, I’m afraid the next time someone could break into my home and/or hurt me.”

“Our vehicle tags are always stolen. It is time consuming going to MVA. The tag stealing has to stop.”

This is trying considering the high rate of crime all around us now. Greenbelt is still better than a lot of places.”

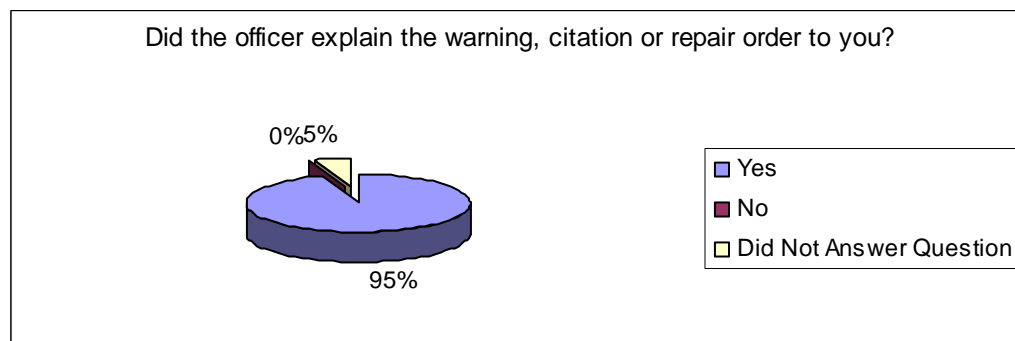
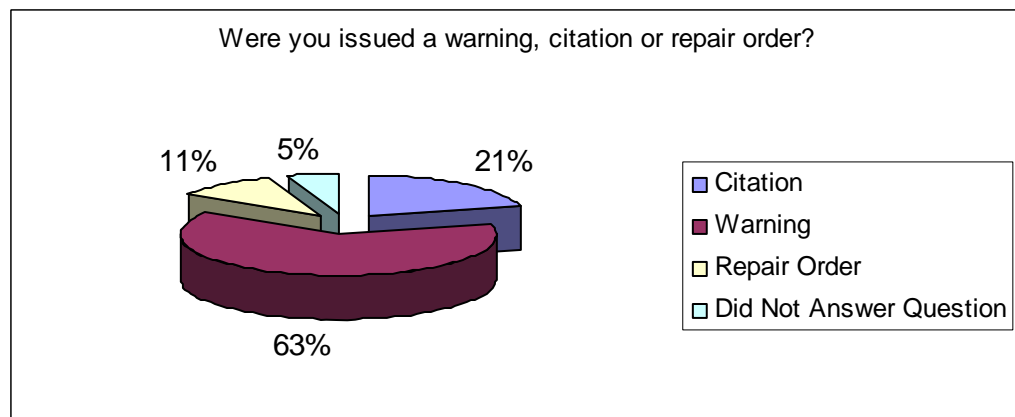
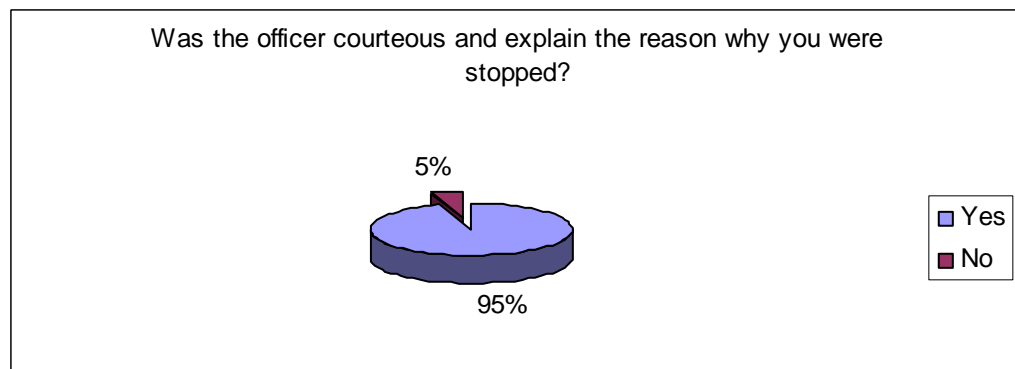
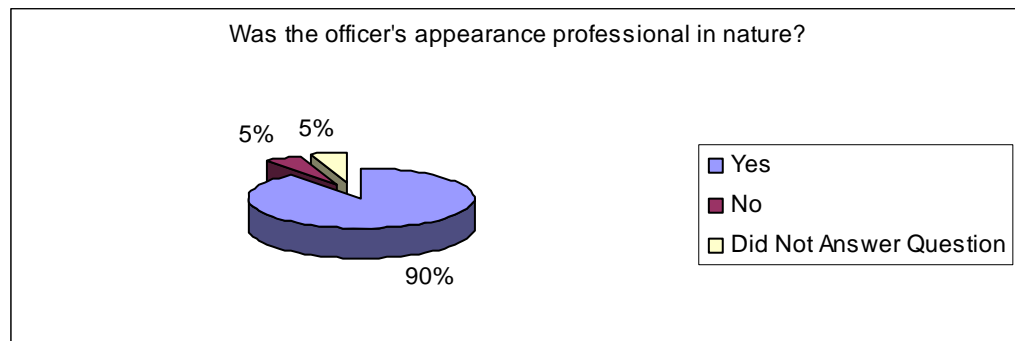
“Violent Crime”

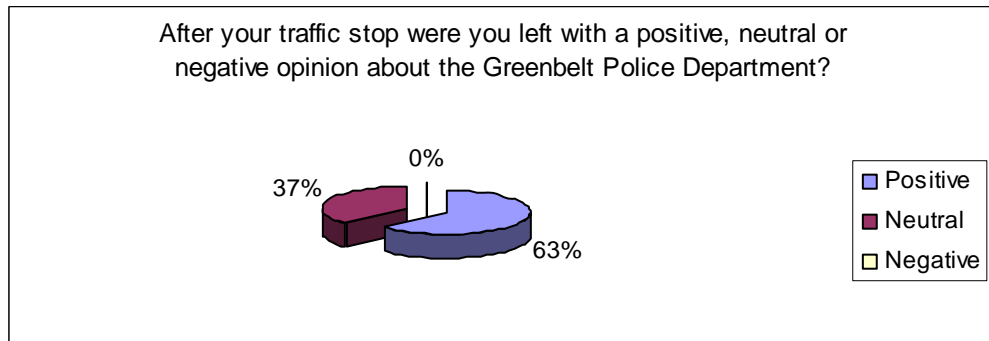
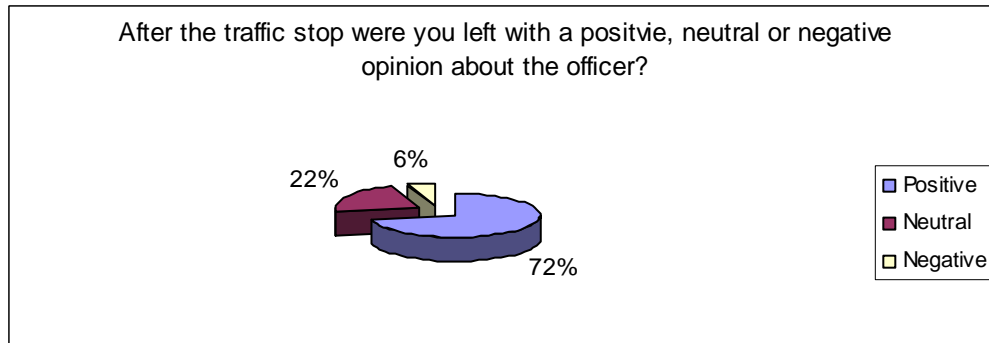
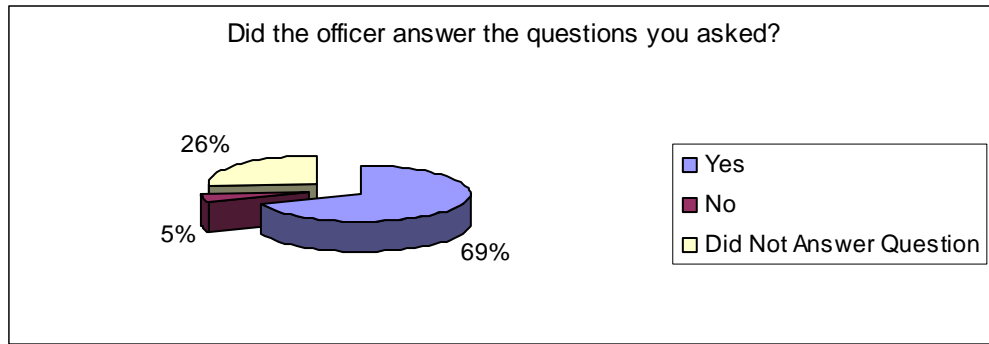
*“I didn’t always feel safe at Roosevelt Center, and **unreadable**.”*

“The illicit activity by person in the Center. Traffic: Drivers not stopping at stop signs. I don’t feel Greenbelt at this time has enough officers.”

“Concerned about the ease with which car thieves help themselves to cars in our parking lot here in Springhill Lake Apartments-frequent thefts, more frequent vandalisms to cars and even armed robbery as people leave their car to enter their apartments.”

The Traffic Stop Surveys provided favorable feedback about the conduct of officers on minor traffic stops.





Citizen Comments and Recommendations:

“Yes, Greenbelt Police are doing a great job in terms of public safety and security.”

“The officer was polite and efficient, she explained that my rear brake lights were not working.”

“Generally Greenbelt Police don’t have a good reputation. However, from my personal experience I think you guys are doing a great job.”

“Please put a stop sign at Breezewood and Cherrywood Terrace to slow down the driver speed under 25 miles per hour.”

“I was surprised with the procedure, the officer was very professional.”

“As an African American male, I am always uneasy or uncomfortable after being stopped by the police. It may be a little difficult for others to understand, but to us it is always (perception) you are guilty now prove

yourself innocent. The experience (GPD) was different. The officer was very courteous and that helped me to relax. She had reason to suspect that I had a drink or two. She administered the field sobriety test and they all proved to be negative. I commend your department for allowing citizens to be heard!"

"At first I was defensive about being stopped since, I did not commit any normal offense...speeding, red light, lane change, etc..."

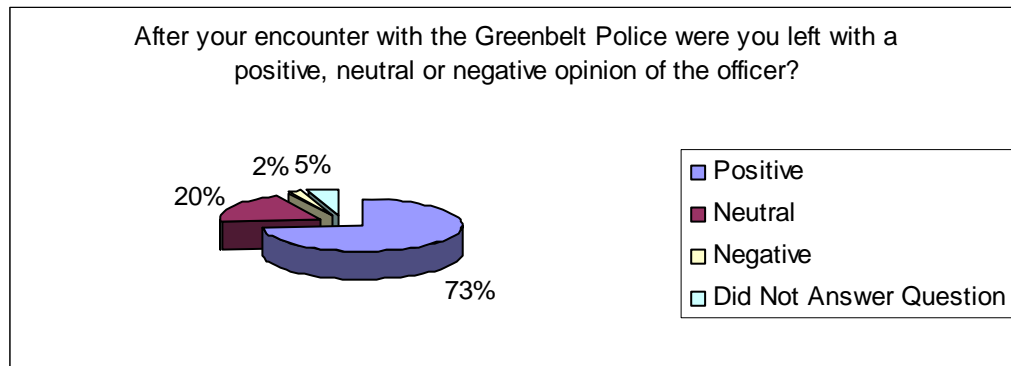
"I appreciate the officer stopping me because I didn't realize that my brake light was not working. I also appreciate that the officer didn't hold me up for an extended amount of time, because I would have otherwise been late for work. I also appreciate your concern to even ask, Thanks!"

"You have well trained officers."

"In the past I have heard a lot of negative comments about the Greenbelt cops. But I didn't see this in the officer that stopped me. I heard that the cops of Greenbelt were racist."

"The officer was rude and upset because as she claimed, I did not make a complete stop at a stop sign...I think her behavior was inappropriate, and not very professional."

A combination of data from the Citizen Surveys and Traffic Stop Surveys showed that after a citizen had an encounter with a Greenbelt Police officer, 73% of the time they were left with a positive opinion of the officer(s). Only 2% of the encounters left the citizen with a negative opinion of the officer(s).



A combination of data from the Citizen Survey and Traffic Stop Surveys showed that after a citizen had an encounter with a Greenbelt Police officer 74% of the time they were left with a positive opinion of the Department. Of those who had encounters with Greenbelt Police officers, 26% had a neutral opinion of the Department, and 0% had a negative opinion.

